



Troubleshooting

Many problems with the installation and operation of Scheduler can be eliminated by strictly following the hardware and software specifications recommended by Cisco. Due to the variance between the environment of one customer system from another customer's system, many different issues may still occur during installation of Scheduler components. While all of the possible procedures for troubleshooting installation issues cannot be covered, some of the more common ones are listed in this chapter.

Java Path Mismatch

The "Adapter Host has gone down" message covers many cases.

One case which is not obvious from the error message is that the system cannot find the JAVA path (or similar).

By default, the system will try to reconnect the Adapter Host every 5 seconds.

Access Violation During Installation

Installation of TES components requires access to COM objects. The installation cannot proceed without access to COM objects. If you get an access violation during installation of any TES component, verify that the user doing the installation has access to COM objects and if necessary enable COM object access.

TES fails to install a copy of *msvcr71.dll*

Occasionally, TES fails to install a copy of *msvcr71.dll* in the same directory as *saMaster.exe*, instead it depends on this dll to already be installed in the *System32* directory by optional components which are not found in a fresh, fully patched, install of Windows 2003.

Any attempt to start TES without the .dll will fail, and the failure will occur so early in TES's launching process that TES will not write a log file. Most means of launching TES (services control panel, Tidal Service Manager) will fail without error, but attempting to run *saMaster.exe* from the command line will report the missing .dll in an error message.

Workaround:

Copy *msvcr71.dll* into the same directory as the *saMaster.exe* executable. A copy can be found next to the *java.exe* executable in the JVM install (as it too requires the Microsoft Visual C runtime, but Sun does not assume an optional Microsoft component is providing it via System32).

Unable to scroll using scroll buttons, Runtime User - FireFox 3.6.x

If you can use a slider to drag down the list, but not a down button of a scroll bar, this is happening because of the following bug in Firefox.

https://bugzilla.mozilla.org/show_bug.cgi?id=511075

This Firefox bug is already fixed by Firefox and is part of Firefox 3.6.4 Beta release.

<http://www.mozilla.com/en-US/firefox/all-beta.html>.

Verifying and enabling COM object access

To verify and enable COM object access:

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- Step 1** From the Windows Start menu, choose **Run**. The Run dialog displays.
 - Step 2** In the Open field, enter **DCOMCNFG** and click **OK**. The Component Services dialog displays.
 - Step 3** Choose **Component Services > Computers**.
 - Step 4** Right-click **My Computer** and choose **Properties** from the resulting menu. The My Computer Properties dialog displays.
 - Step 5** Select the COM Security tab.
 - Step 6** In the Launch and Activation Permissions section, click **Edit Default**. The Launch Permissions dialog displays.
 - Step 7** In the Group or user names section, highlight your user account and verify that your account has Allow Launch access.
 - Step 8** If the account has a Deny value, select **Allow**.
 - Step 9** Click **OK**.
 - Step 10** If the user is not listed, click **Add** and add the user ensuring the user has Allow Launch access.
 - Step 11** Click **OK**.
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Unable to Install the Unix Master from the Command Line

Installing the Unix master from the command line, results in the installation failing as displayed in the following screen text:

```
aixqa08:mkelly$chmod 755 install.bin
aixqa08:mkelly$./install.bin
Preparing to install...
Extracting the JRE from the installer archive...
Unpacking the JRE...
Extracting the installation resources from the installer archive...
Configuring the installer for this system's environment...
Launching installer...
```

Invocation of this Java Application has caused an InvocationTargetException. This application will now exit.(LAX)

This issue is caused by not using the proper command line parameters when installing the Unix master from the command line. Follow the procedure described in [“Installing the Master for Unix from the Command Line”](#) to successfully complete the installation.

Agents

Foreground Logging for the Unix Agent

You can watch the log messages that are generated while logging is increased when troubleshooting issues with the agent. Watching the log messages being recorded to the log file while running a job may help you identify the cause of your problem. Be aware that the agent may run slower during the debugging process.

To see the agent logging in the foreground:

Step 1 From the agent *bin* directory, type:

```
./tagent [name of your agent] debug
```

To stop the debugging option, stop the agent and start it again.

OCSEXIT Jobs

If you find that jobs created using the OCSEXIT variable, and that run on Windows agents, consistently end in Completed Abnormally you may need to update your system path.

To update your system path:

Step 1 Right-click **My Computer** and choose **Properties** from the resulting menu. The System Properties window displays.

Step 2 Select the Advanced tab and click **Environment Variables**. The Environment Variables dialog displays.

Step 3 Append `%systemroot%\system32` to your system's Path variable.

Step 4 Click **OK**.

Master Error

The TES master runs as a Windows service. Services need to be started and controlled through a service manager, such as the TES Tidal Service Manager utility. Double-clicking the *samaster.exe* file or an icon shortcut associated with this executable will result in application errors and an access violation.

To resolve this issue, always start and stop the TES master through the TES Tidal Service Manager.

Changing the System Clock

Before changing the system clock, please shut down any TES components installed on that machine. If you change the system time while a TES component on that machine is active, you might experience connectivity problems.

Database Issues

Oracle Databases

There are issues that commonly arise when working with Oracle databases.

Error: max open cursors exceeded

If you are using Oracle and you get the message Max open cursors exceeded, you need to increase the `open_cursors` value from the default (50) to a value of 1000. Contact your Database Administrator to have this value changed in your database initialization file.

Error: lost database connection

If your Oracle database is shut down while the TES master is still running, the TES master will lose its connection to the database without warning. Once you have brought the Oracle database back up, you need to recycle (stop and then start) the master services in order to reestablish the database connection. Failure to recycle the master could result in faulty operation of the client and master.